

## ATTACHMENT F

### QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) ENFORCEMENT SUPPORT SERVICES II (ESS)

#### 1.0 INTRODUCTION

This performance-base Quality Assurance Surveillance Plan (QASP) sets forth the procedures and guidance that the United States Environmental Protection Agency (EPA) will use in evaluating the technical performance of the contractor in accordance with the terms and conditions of the Request for Proposal (RFP), Solicitation Number PR-R4-04-10086 for Enforcement Support Services (ESS).

The QASP will be used as a Government document to enforce the inspection and acceptance of the RFP. The QASP is not part of the contract, but is provided to the Contractor solely as information. **The Government reserves the right to make changes to this QASP during the contract performance period.** The QASP describes the mechanism for documenting noteworthy accomplishments or discrepancies for work performed by the Enforcement Support Services (ESS) contractor. Information generated from EPA's surveillance activities will directly feed into the EPA's performance discussions with the contractor.

#### 1.1 Purpose of the QASP

The QASP provides the EPA Enforcement Project Manager (EPM), EPA Regional Attorney, EPA Project Officer (PO), and the EPA Contracting Officer (CO), the ability to conduct surveillance activities of contractor performance during the life of the contract. The QASP details how and when EPA will monitor, evaluate, and document contractor performance in performance-based Statement of Work (SOW) for Enforcement Support Services.

The QASP is intended to accomplish the following:

1. Define the role and responsibilities of participating Government officials;
2. Define the key deliverables that will be assessed;
3. Describe the rating elements and the evaluation method that will be employed by the Government in assessing the Contractor's performance.
4. Provide copies of the performance assessment form(s) that the Government will use in documenting and evaluating the Contractor's performance.
5. Describe the process of performance assessment documentation.

#### 1.2 Roles and Responsibilities of Government Officials

The QASP is a guide to be used by EPA personnel in the conducting of surveillance activities of the ESS contractor after contract award. Enforcement Project Managers (EPMs) who manage projects for the EPA Region 4 Cost Recovery Program (e.g., Life Scientist, Environmental Engineers, Civil Investigators, etc.) may be called upon to review technical documents and products generated by the ESS contractor. EPA contract managers (e.g., Project Officers, Work Assignment Managers, and Contract Specialist) will also conduct review of contract specific Reports of Works such as invoices, monthly status reports, and work plans. The PO and the CO will utilize the QASP as a tool to evaluate if the contractor-provided service meets the performance standards in the contract and will be the basis for determining incentives and disincentives for EPA contractor.

The **Contracting Officer's Representative (COR)** will be responsible for monitoring, assessing, recording, and reporting on the technical performance of the contractor on a day-to-day basis.

The **Contracting Officer (CO)**, or his/her representative, will have overall responsibility for overseeing the contractor's performance. The CO will also be responsible for the day-to-day monitoring of the contractor's performance in the area of contract compliance, contract administration, cost control; reviewing the COR/CO's assessment of the contractor performance; and resolving all differences between the COR/CO's version and the contractor's version. The CO may call upon the technical expertise of other Government officials as required.

### **1.3 Key Deliverables to be Assessed**

At a minimum, the following deliverables will be evaluated by the QASP:

- Draft plans for conducting PRP Searches
- All draft reports (e.g. PRP Search, Title Search)
- Final reports
- Cost control
- Timeliness of contract deliverables
- Contract specific Reports of Work

### **2.0 Rating Elements and Standards of Performance for Key Deliverables**

The contractor's performance shall be evaluated by assessing the key deliverables described above. The rating elements and acceptable standards of performance for the key deliverables are described below:

- (1) Quality of Performance
  - a. Completeness: Contractor addressed all of the requirements relating to the deliverables under review.
  - b. Deliverables meet criteria specified in the SOW.
- (2) Timeliness
  - a. Delivered/revised according to schedule established in the contract or as modified by the CO.
- (3) Cost
  - a. Cost is within budget or at a cost savings to the Government.
- (4) Internal Quality Control
  - a. Extent to which contractor identifies problems and/or deficiencies and self-corrects them.

### **3.0 Surveillance Methodology**

EPA will utilize the following quality assurance surveillance.

#### **3.1 Periodic Monitoring**

This surveillance method consists of monthly, semi-annually, annual and random surveillance of deliverables and contract specific Reports of Work generated by the ESS contractor.

### **3.2 Process of Quality Assurance Assessment**

A determination of the contractor's overall performance will be on an annual basis. EPA will provide annual customer feedback to the contractor by summarizing the past year's surveillance activities under the Contractor Performance System (CPS) administered by the National Institute of Health (NIH). In addition, EPA will provide immediate and annual performance customer feedback from EPA personnel involved in the utilization or management of the ESS. As soon as noteworthy accomplishments or discrepancy is identified with a deliverable generated by the ESS contract, the PO and CO will notify the contractor.

### **4.0 Performance Requirements Summary**

The ESS Performance Requirements Summary (Attachment G), presents the tasks under surveillance; presents the deliverables to be monitored; gives the surveillance methodology for each task, provides the acceptable performance rating for each task; gives the frequency of each deliverable being monitored; and, describes the type of monitoring to be performed by EPA personnel.

### **5.0 Surveillance Documentation**

The ESS Performance Standards Checklist (Attachment H) will be used by EPA personnel conducting monitoring of contractor's performance for the ESS. Performance evaluations associated with the performance categories of quality, cost, and timeliness for the contract will be documented. The ESS Performance Standards Checklist will be submitted the PO and CO for appropriate action. Also, the contractor Performance Evaluation Form will be used to document findings for the past year's surveillance activities for the contractor's performance under the ESS contract and will be the basis for an annual performance discussion between EPA personnel and the ESS contractor representative under the CPS.

#### **Attachments**

- ESS Performance Requirements Summary
- ESS Surveillance Activities Checklist